

AGENDA

MAPLE GROVE TRANSIT COMMISSION

6:30 P.M.

January 31, 2012

Mayors Conference Room

Maple Grove Government Center

- A. Call to Order by Chair / Introductions
- B. Oath of Office: New Members and Reappointments
- C. Open Forum
- D. Approval of Minutes: November 29, 2011
- E. Discussion of Routes and Statistics
- F. Rider Survey Report
- G. Review Transit Award Nominations
- H. Scoping Booklet for Bottineau Transitway
- I. ADA Driver Monitoring
- J. New Bus Order for 2012
- K. Adjournment / Next Meeting: April 3, 2012

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: A

Agenda Item: Call to Order / Roll Call

The Regular Meeting was called to order by Transit Commission Chair

_____ at _____ p.m.

Committee Members Present:

Committee Members Absent:

Also Present:

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: B.

Agenda Item: Oath of Office: New Members and Reappointments

The following Transit Commissioners have been reappointed for another two-year term expiring 12/31/2013:

- Jodi Carman Kortsha
- Terry Coss
- Michelle Driessen
- Rose Peterson

The following have been appointed to the Transit Commission as new members for a two-year term expiring 12/31/2013:

- Teri Anderson
- Jaime Renner

All the new and reappointed Transit Commission members will take the Oath of Office at the meeting.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: C

Agenda Item: Open Forum

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: D.

Agenda Item: Approval of Minutes

Motion by Commission Member _____ and Second by Commission Member _____ to approve, or approve as amended the meeting minutes of the:

- November 29, 2011

MAPLE GROVE TRANSIT COMMISSION
City of Maple Grove
Meeting of November 29, 2011

MINUTES

Members Present: Rose Peterson, Terry Coss, Michelle Driessen, Laura Ayala and Jodi Carman Kortsha.

Members Absent: Jaime Renner, Curt Herwers, Ronda Zegar

Also Present: Mike Opatz – City of Maple Grove, Bill Patten-Midwest Paratransit, Bruce Bakke-Metro Transit, and Doyne Parsons-Metro Transit.

Call to Order

Transit Commission Chair Rose Peterson called the meeting to order at 6:30 p.m.

Open Forum

No one from the public spoke during the open forum.

Approve Minutes

The Commission approved the meeting minutes of September 27, 2011.

Discussion of Routes and Statistics

Opatz reviewed the monthly ridership summaries for September and October 2011, plus the most recent daily ridership reports. Opatz noted that ridership is up 6.7 percent in 2011 compared to 2010 and that the trend shows the annual ridership will exceed 800,000 for the year.

The Commissioners gave updates regarding their commute and routes:

- Rose Peterson – No major issues on the Route 782 and the roundabout is a wonderful asset to getting the buses out of the park-and-ride lot. The 610 detour is also going well.
- Curt Herwers – absent.
- Michelle Driessen – The 780 pm and the 789 have been operating well without any major issues. The ridership on 780 is rising.
- Jodi Carman Kortsha – Have been using a variety of routes and trips. The Route 785 and Parkway Station are very nice. The Crosswinds Church lot ridership is growing as well.

- Terry Coss – Miss having Debbie Eckstedt as a driver is. It very difficult for the buses and the commuters to exit the Crosswinds lot when taking a left turn due to high traffic
- Ronda Zegar – absent.
- Laura Ayala – Been using Metro Mobility mostly and some days the rides can be really long.
- Jaime Renner – Absent.

Distinguished Service Award to Bruce Bakke, Metro Transit Street Supervisor

Maple Grove Transit Commission presented the Distinguished Service Award to Bruce Bakke, Metro Transit Street Supervisor who is retiring. Bruce began his career with the Metropolitan Transit Commission in April of 1980 as bus driver. In January 1986 he transferred to a Street Supervisor position and was eventually assigned the Maple Grove service in December 2004. Bruce has been a tremendous asset for Maple Grove as he kept a watchful eye on all things related to the service delivery. He really demonstrated a sincere ownership of his responsibilities. His contributions will be greatly missed, but we wish him a great retirement that is certainly well deserved.

Route Performance Measures

Opatz stated that Maple Grove consistently ranks at the top in Metropolitan Council performance measures for efficiency and productivity for express routes in the metro area. The Met Council just released the 2010 data and again Maple Grove Transit had the best performing express route in terms of subsidy per passenger at 11 cents. In addition, the Route 781 was the 2nd most productive express route in the region with 60 passengers per service hour operated.

Metropolitan Council policy states that passenger fares from express routes riders should cover 30 percent of the operating expenses. Maple Grove Transit as a system from 2006 through 2010 had an average system farebox recovery ratio of 47 percent. The Route 781, which carries 63 percent of the express riders, had a farebox recovery in 2010 of 90 percent. Opatz reviewed the performance data by the various transit providers in the region.

Rider Survey Update

Opatz said that he mentioned at the last meeting, the Federal Title VI regulations related to civil rights and equal access requires transit agencies to survey their customers on a periodic basis. The survey must discern how groups of different races, ethnicities and income level respond to the survey compared the survey responses as a whole.

The City has contracted with a firm called the National Research Center to draft and conduct an online rider survey. The City used this same firm to conduct a community wide resident survey a couple years ago. Opatz distributed updated draft of the survey and the Commission made some minor changes. The Commission also reviewed the survey timeline, which will start the week of

December 5 and the final report will be ready by January 27, 2012.

Transit Commissioner Vacancies

Opatz stated seven of the eight Transit Commissioner terms were up on 12/31/11. The members listed below have responded that they are interested in continuing their service on the Transit Commission:

- Jodi Carman Kortsha
- Terry Coss
- Michelle Driessen
- Rose Peterson

The members listed below have responded that they will be discontinuing their service on the Transit Commission:

- Laura Ayala
- Curt Herwers
- Ronda Zegar

As a result, we will need to seek applications for representatives on the Route 781A, 781, and for the dial-a-ride service. The Commission directed Opatz to contact the applicants who were the runner-ups when Ronda Zegar and Curt Hewers were appointed to see if they still had an interest in serving.

2012 Transit Budget and CIP

Opatz reviewed the Maple Grove Transit 2012 operating budget and Capital Improvements Plan (CIP). The Maple Grove City Council adopted these documents at its November 21, 2011 meeting. This item was presented to the Transit Commission as an information item.

Adjourn / Next Meeting

- Next Scheduled Regular Meeting: January 31, 2012
- Being no other business, the meeting was adjourned at 8:05 p.m.
- Minutes submitted by Mike Opatz, Transit Administrator.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: E.

Agenda Item: Discussion of Routes and Statistics

Recommended Committee Action: Discussion

A. Ridership Report

The monthly ridership summaries for November and November 2011 are attached, plus the most recent daily ridership reports.

Maple Grove Transit finished 2011 with 801,230 riders, which is a 6.5 percent increase from the 2010 ridership figure of 752,608. The 2011 ridership mark represents the 2nd highest annual ridership level attained by Maple Grove Transit with the record being 807,437 in 2008. The Parkway Station facility and new coach buses certainly contributed to this successful year.

B. Member Comments

- The Transit Commission members report on events and issues related to the route they represent.

Maple Grove Transit Ridership

	2010	2011	2010 vs 2011
Jan	58,651	66,022	12.57%
Feb	61,008	63,415	3.95%
Mar	69,017	73,490	6.48%
Apr	66,544	67,575	1.55%
May	59,120	65,368	10.57%
Jun	63,568	66,592	4.76%
Jul	58,701	58,705	0.01%
Aug	62,601	69,947	11.73%
Sep	65,128	70,004	7.49%
Oct	65,014	70,994	9.20%
Nov	62,284	67,335	8.11%
Dec	60,972	61,783	1.33%
Total	752,608	801,230	6.46%

Maple Grove Transit System - Statistical Summary										November 2011	
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Ridership Analysis		Total	781	782	780	783	785	788	Dial-A-Ride	787	Rt 789
Rides Current Month -		67,335	38,171	4,175	2,803	5,563	10,960	515	2,698	506	1944
% of Total		100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 20 days		3,367	1,909	209	140	278	548	26	135	25	97
Previous Month: Avg. Daily Riders		3,334									

Ridership Comparison		Total	781	782	780	783	784	788	Dial-A-Ride	787	Rt 789
Rides Previous Month		70,994	40,331	4,367	2,907	5,715	11,574	604	2,755	503	2238
% Change		-5%	-5%	-4%	-4%	-3%	-5%	-15%	-2%	1%	-13%
Same Month Prev. Yr.		62,284	37,397	3,870	2,703	4,524	8,326	436	2,512	414	2102
% Change		8%	2%	8%	4%	23%	32%	18%	7%	22%	NA

Maple Grove Transit System - Statistical Summary										December 2011	
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Ridership Analysis		Total	781	782	780	783	785	788	Dial-A-Ride	787	Rt 789
Rides Current Month -		61,783	34,802	3,969	2,557	4,970	10,595	426	2,790	526	1,148
% of Total		100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 21 days		2,942	1,657	189	122	237	505	20	698	25	55
Previous Month: Avg. Daily Riders		3,367									

Ridership Comparison		Total	781	782	780	783	784	788	Dial-A-Ride	787	Rt 789
Rides Previous Month		67,335	38,171	4,175	2,803	5,563	10,960	515	2,698	506	1,944
% Change		-8%	-9%	-5%	-9%	-11%	-3%	-17%	3%	4%	-41%
Same Month Prev. Yr.		60,972	36,779	3,607	2,587	4,393	8,890	431	2,483	446	1,356
% Change		1%	-5%	10%	-1%	13%	19%	-1%	12%	18%	NA

Maple Grove December 2011 Week "2"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1205	1206	1207	1208	1209		5		4	
780	553AM	1	3420	12	13	12	13	13	63	13	50	13	40 Foot
	625AM	2	3023	14	19	15	18	16	82	16	66	17	40 Foot
	656AM	3	3032	23	21	18	17	16	95	19	79	20	40 Foot
	728AM	4	3420	23	23	21	16	18	101	20	83	21	40 Foot
AM Totals				72	76	66	64	63	341	68	278	70	
780	335PM	1	3433	5	13	6	10	16	50	10	34	9	40 Foot
	404PM	2	3064	17	17	18	19	12	83	17	71	18	40 Foot
	432PM	3	3403	26	28	28	21	14	117	23	103	26	40 Foot
	514PM	4	3427	12	13	13	13	11	62	12	51	13	40 Foot
PM Totals				60	71	65	63	53	312	62	259	65	
780 Total				132	147	131	127	116	653	131	537	134	
781	542AM	2	3408	42	48	44	41	29	204	41	175	44	Artic
	548AM	1	3416	47	54	50	45	39	235	47	196	49	Artic
	553AM	3	3417	37	47	38	38	36	196	39	160	40	40' - Artic
	610AM	5	3424	46	61	44	55	39	245	49	206	52	40' - Artic
	622AM	4	3434	43	43	45	40	34	205	41	171	43	Coach
	641AM	6	3444	42	38	51	43	27	201	40	174	44	Artic
	642AM	9	3441	59	63	50	52	33	257	51	224	56	Artic
	647AM	7	3447	48	45	37	33	30	193	39	163	41	Coach
	654AM	8	3453	43	40	50	53	54	240	48	186	47	Artic
	654AM	12	3027	52	48	57	42	33	232	46	199	50	Artic
	708AM	10	3416	38	41	47	40	37	203	41	166	42	Artic
	710AM	11	3402	31	33	34	36	35	169	34	134	34	40 Foot
	712AM	15	3455	51	43	48	47	48	237	47	189	47	Artic
	722AM	13	3417	56	54	63	63	44	280	56	236	59	Artic
	725AM	17	3408	49	58	49	41	42	239	48	197	49	Artic
	727AM	14	3037	62	56	48	56	43	265	53	222	56	Artic
	738AM	16	3434	46	40	53	40	29	208	42	179	45	Coach
	755AM	18	3444	37	47	51	42	40	217	43	177	44	Artic
	802AM	20	3424	65	61	53	60	55	294	59	239	60	Artic
	804AM	19	3453	48	46	40	38	41	213	43	172	43	Artic
	1129AM	21	3009	21	16	22	16	13	88	18	75	19	40 Foot
AM Totals				963	982	974	921	781	4,621	924	3,840	960	
781	1207PM	1	3009	18	16	21	21	46	122	24	76	19	40 Foot
	207PM	2	3011	38	40	40	41	67	226	45	159	40	40 Foot
	309PM	3	3446	50	52	50	63	66	281	56	215	54	40 Foot
	332PM	4	3445	67	61	70	52	58	308	62	250	63	Artic
	340PM	5	3447	30	32	27	27	31	147	29	116	29	40' - Artic
	351PM	6	3442	51	52	57	66	57	283	57	226	57	Artic
	400PM	7	3412	69	69	67	62	29	296	59	267	67	Artic
	405PM	8	3404	35	59	39	36	34	203	41	169	42	Coach
	407PM	9	3436	10	25	13	12	9	69	14	60	15	40 Foot
	414PM	10	3449	43	38	45	29	14	167	33	153	38	40 Foot
	421PM	11	3414	50	58	36	34	39	217	43	178	45	Coach
	424PM	12	3438	45	34	35	44	13	171	34	158	40	Coach
	430PM	13	3446	62	42	65	58	65	292	58	227	57	Artic
	435PM	14	3411	70	69	80	46	35	300	60	265	66	Artic
	441PM	15	3020	29	30	21	21	21	122	24	101	25	Artic
	455PM	16	3067	55	65	72	55	35	282	56	247	62	Artic
	456PM	17	3444	36	52	54	34	15	191	38	176	44	Artic
	504PM	18	3445	52	56	54	42	51	255	51	204	51	Artic
	506PM	19	3447	20	18	18	25	14	95	19	81	20	Artic
	518PM	20	3412	50	51	35	52	30	218	44	188	47	40' - Artic
	532PM	21	3442	51	66	57	46	34	254	51	220	55	Artic
	602PM	22	3438	43	55	48	45	27	218	44	191	48	Coach
	632PM	23	3444	24	18	30	32	16	120	24	104	26	40' - Artic
PM Totals				998	1,056	1,034	943	806	4,837	967	4,031	1,008	
781 Total				1,961	2,038	2,008	1,864	1,587	9,458	1,892	7,871	1,968	

Maple Grove December 2011 Week "2"

									Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
				Mon	Tue	Wed	Thu	Fri					
Route	Trip Time	Trip #	Run #	1205	1206	1207	1208	1209		5		4	
782	530AM	1	3402	13	14	14	18	10	69	14	59	15	40 Foot
	559AM	2	3419	15	15	16	15	13	74	15	61	15	40 Foot
	627AM	3	3433	25	26	28	22	18	119	24	101	25	40 Foot
	657AM	4	3028	31	37	36	46	30	180	36	150	38	40 Foot
	723AM	5	3456	20	17	25	18	16	96	19	80	20	40 Foot
AM Totals				104	109	119	119	87	538	108	451	113	
782	336PM	1	3427	20	28	28	26	35	137	27	102	26	40 Foot
	406PM	2	3435	22	26	23	21	12	104	21	92	23	40 Foot
	436PM	3	3401	37	30	26	36	31	160	32	129	32	40 Foot
	505PM	4	3433	28	26	20	28	19	121	24	102	26	40 Foot
	534PM	5	3449	5	3	12	6	3	29	6	26	7	40 Foot
PM Totals				112	113	109	117	100	551	110	451	113	
782 Total				216	222	228	236	187	1,089	218	902	226	
783	533AM	1	3404	16	19	14	13	7	69	14	62	16	40 Foot
	601AM	2	3016	16	8	19	19	7	69	14	62	16	40 Foot
	628AM	3	3435	29	24	26	19	17	115	23	98	25	40 Foot
	658AM	4	3452	53	47	49	32	39	220	44	181	45	Coach
	728AM	5	3404	30	35	29	40	21	155	31	134	34	40 Foot
	821AM	6	3435	16	17	20	25	17	95	19	78	20	40 Foot
AM Totals				160	150	157	148	108	723	145	615	154	
783	338PM	1	3423	26	24	20	20	19	109	22	90	23	40 Foot
	410PM	2	3424	31	25	27	22	21	126	25	105	26	40 Foot
	439PM	3	3066	50	39	43	33	30	195	39	165	41	Coach
	509PM	4	3423	43	32	46	37	22	180	36	158	40	40 Foot
	539PM	5	3414	17	17	22	19	11	86	17	75	19	40' - Coach
PM Totals				167	137	158	131	103	696	139	593	148	
783 Total				327	287	315	279	211	1,419	284	1,208	302	
785	548AM	1	3412	26	29	28	28	24	135	27	111	28	Coach
	623AM	2	3432	36	51	42	42	36	207	41	171	43	Coach
	648AM	3	3026	27	46	42	34	29	178	36	149	37	40' - Artic
	702AM	4	3454	42	49	43	36	27	197	39	170	43	Coach
	715AM	5	3412	43	45	50	39	40	217	43	177	44	Coach
	730AM	6	3036	29	21	23	31	26	130	26	104	26	40 Foot
	745AM	7	3432	28	32	33	28	19	140	28	121	30	Coach
	800AM	8	3419	27	34	27	28	21	137	27	116	29	40 Foot
	818AM	8	3026	31	27	37	37	20	152	30	132	33	Artic
AM Totals				289	334	325	303	242	1,493	299	1,251	313	
785	308PM	1	3453	12	9	12	15	19	67	13	48	12	40' - Coach
	333PM	2	3028	33	46	40	39	38	196	39	158	40	Coach
	402PM	3	3437	49	65	50	51	43	258	52	215	54	Artic
	415PM	4	3407	13	12	10	15	11	61	12	50	13	40 Foot
	434PM	5	3065	55	56	58	43	36	248	50	212	53	Artic
	448PM	6	3409	23	22	41	27	15	128	26	113	28	40 Foot
	502PM	7	3028	53	53	47	43	23	219	44	196	49	Coach
	533PM	8	3437	33	29	20	30	20	132	26	112	28	40' - Artic
	603PM	9	3065	10	18	20	19	10	77	15	67	17	40' - Artic
PM Totals				281	310	298	282	215	1,386	277	1,171	293	
785 Total				570	644	623	585	457	2,879	576	2,422	606	
789	658AM	1	3030	32	36	32	27	26	153	31	127	32	40 Foot
	801AM	2	3447	41	35	34	36	35	181	36	146	37	40' - Coach
AM Totals				73	71	66	63	61	334	67	273	68	
789	443PM	1	3453	19	20	14	21	16	90	18	74	19	Coach
	543PM	2	3436	16	12	10	7	5	50	10	45	11	40 Foot
PM Totals				35	32	24	28	21	140	28	119	30	
789 Total				108	103	90	91	82	474	95	392	98	
Grand Total				3,314	3,441	3,395	3,182	2,640	15,972	3,194	13,332	3,333	

20.75% 21.54% 21.26% 19.92% 16.53% 100.00%

653	131	780
9,458	1,892	781-A
1,089	218	782
1,419	284	783
2,879	576	785
474	95	789
15,972	3,194	Total

Maple Grove December 2011 Week "3"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1212	1213	1214	1215	1216		5		4	
780	553AM	1	3420	17	12	9	12	13	63	13	50	13	40 Foot
	625AM	2	3023	12	18	13	13	14	70	14	56	14	40 Foot
	656AM	3	3032	30	29	28	21	19	127	25	108	27	40 Foot
	728AM	4	3420	21	22	23	22	13	101	20	88	22	40 Foot
AM Totals				80	81	73	68	59	361	72	302	76	
780	335PM	1	3433	12	14	10	9	16	61	12	45	11	40 Foot
	404PM	2	3064	18	12	21	14	14	79	16	65	16	40 Foot
	432PM	3	3403	29	25	23	23	21	121	24	100	25	40 Foot
	514PM	4	3427	16	25	15	18	5	79	16	74	19	40 Foot
PM Totals				75	76	69	64	56	340	68	284	71	
780 Total				155	157	142	132	115	701	140	586	147	
781	548AM	1	3416	50	51	45	44	32	222	44	190	48	Artic
	542AM	2	3408	43	42	39	48	30	202	40	172	43	Artic
	553AM	3	3417	43	36	45	40	33	197	39	164	41	40' - Artic
	622AM	4	3434	34	39	41	44	28	186	37	158	40	Coach
	610AM	5	3424	49	53	58	56	43	259	52	216	54	40' - Artic
	641AM	6	3444	46	56	48	73	39	262	52	223	56	Artic
	647AM	7	3447	38	48	37	35	34	192	38	158	40	Coach
	654AM	8	3453	45	67	47	53	42	254	51	212	53	Artic
	642AM	9	3441	58	53	54	50	39	254	51	215	54	Artic
	708AM	10	3416	41	44	43	43	36	207	41	171	43	Artic
	710AM	11	3402	37	29	21	37	25	149	30	124	31	40 Foot
	654AM	12	3027	42	41	49	50	24	206	41	182	46	Artic
	722AM	13	3417	62	61	61	52	58	294	59	236	59	Artic
	727AM	14	3037	57	54	44	40	47	242	48	195	49	Artic
	712AM	15	3455	43	57	52	40	50	242	48	192	48	Artic
	738AM	16	3434	30	38	28	36	28	160	32	132	33	Coach
	725AM	17	3408	51	47	52	43	38	231	46	193	48	Artic
	755AM	18	3444	47	46	46	35	43	217	43	174	44	Artic
	804AM	19	3453	59	28	43	39	38	207	41	169	42	Artic
	802AM	20	3424	58	58	57	45	47	265	53	218	55	Artic
	1129AM	21	3009	25	17	13	12	14	81	16	67	17	40 Foot
AM Totals				958	965	923	915	768	4,529	906	3,761	940	
781	1207PM	1	3009	14	25	20	17	37	113	23	76	19	40 Foot
	207PM	2	3011	30	33	39	26	52	180	36	128	32	40 Foot
	309PM	3	3446	59	55	54	57	53	278	56	225	56	Artic
	332PM	4	3445	69	76	61	54	51	311	62	260	65	Artic
	340PM	5	3447	28	30	26	43	39	166	33	127	32	40' - Artic
	351PM	6	3442	49	45	53	48	40	235	47	195	49	Artic
	400PM	7	3412	73	53	65	40	49	280	56	231	58	Artic
	405PM	8	3404	47	41	39	34	29	190	38	161	40	Coach
	407PM	9	3436	12	23	21	34	23	113	23	90	23	40 Foot
	414PM	10	3449	37	41	42	27	35	182	36	147	37	40 Foot
	421PM	11	3414	57	45	43	39	30	214	43	184	46	Coach
	424PM	12	3438	51	37	32	32	15	167	33	152	38	Coach
	430PM	13	3446	50	58	46	67	39	260	52	221	55	Artic
	435PM	14	3411	53	57	42	40	46	238	48	192	48	Artic
	441PM	15	3020	48	61	38	34	20	201	40	181	45	Artic
	455PM	16	3067	64	68	66	66	33	297	59	264	66	Artic
	456PM	17	3444	36	50	36	26	18	166	33	148	37	Artic
	504PM	18	3445	59	37	63	46	58	263	53	205	51	Artic
	506PM	19	3447	32	16	20	16	11	95	19	84	21	Artic
	518PM	20	3412	29	43	41	39	14	166	33	152	38	40' - Artic
	532PM	21	3442	59	44	45	46	42	236	47	194	49	Artic
	602PM	22	3438	36	51	56	63	34	240	48	206	52	Coach
	632PM	23	3444	24	33	22	34	16	129	26	113	28	40' - Artic
PM Totals				1,016	1,022	970	928	784	4,720	944	3,936	984	
781 Total				1,974	1,987	1,893	1,843	1,552	9,249	1,850	7,697	1,924	

Maple Grove December 2011 Week "3"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1212	1213	1214	1215	1216		5		4	
782	530AM	1	3402	17	18	14	10	15	74	15	59	15	40 Foot
	559AM	2	3419	15	12	12	13	14	66	13	52	13	40 Foot
	627AM	3	3433	28	24	24	23	25	124	25	99	25	40 Foot
	657AM	4	3028	34	34	32	27	30	157	31	127	32	40 Foot
	723AM	5	3456	22	28	31	23	17	121	24	104	26	40 Foot
AM Totals				116	116	113	96	101	542	108	441	110	
782	336PM	1	3427	30	18	31	16	26	121	24	95	24	40 Foot
	406PM	2	3435	23	30	16	17	13	99	20	86	22	40 Foot
	436PM	3	3401	22	27	36	25	30	140	28	110	28	40 Foot
	505PM	4	3433	29	24	23	17	26	119	24	93	23	40 Foot
	534PM	5	3449	6	10	6	11	6	39	8	33	8	40 Foot
PM Totals				110	109	112	86	101	518	104	417	104	
782 Total				226	225	225	182	202	1,060	212	858	215	
783	533AM	1	3404	11	14	17	13	8	63	13	55	14	40 Foot
	601AM	2	3016	13	13	13	17	10	66	13	56	14	40 Foot
	628AM	3	3435	20	19	25	25	19	108	22	89	22	40 Foot
	658AM	4	3452	46	49	42	26	28	191	38	163	41	Coach
	728AM	5	3404	25	27	27	27	23	129	26	106	27	40 Foot
	821AM	6	3435	25	26	24	18	10	103	21	93	23	40 Foot
AM Totals				140	148	148	126	98	660	132	562	141	
783	338PM	1	3423	21	23	24	17	15	100	20	85	21	40 Foot
	410PM	2	3424	25	21	22	21	20	109	22	89	22	40 Foot
	439PM	3	3066	47	43	42	38	31	201	40	170	43	Coach
	509PM	4	3423	33	38	38	34	14	157	31	143	36	40 Foot
	539PM	5	3414	18	22	18	12	7	77	15	70	18	40' - Coach
PM Totals				144	147	144	122	87	644	129	557	139	
783 Total				284	295	292	248	185	1,304	261	1,119	280	
785	548AM	1	3412	28	29	28	25	21	131	26	110	28	Coach
	623AM	2	3432	40	45	46	44	44	219	44	175	44	Coach
	648AM	3	3026	33	42	40	37	29	181	36	152	38	40' - Artic
	702AM	4	3454	45	40	36	42	23	186	37	163	41	Coach
	715AM	5	3412	41	48	31	44	26	190	38	164	41	Coach
	730AM	6	3036	25	30	37	27	31	150	30	119	30	40 Foot
	745AM	7	3432	31	39	35	21	20	146	29	126	32	Coach
	800AM	8	3419	29	33	26	33	15	136	27	121	30	40 Foot
	818AM	8	3026	29	23	27	27	22	128	26	106	27	Artic
AM Totals				301	329	306	300	231	1,467	293	1,236	309	
	308PM	1	3453	16	11	12	8	17	64	13	47	12	40' - Coach
	333PM	2	3028	36	42	43	35	39	195	39	156	39	Coach
	402PM	3	3437	46	43	44	41	34	208	42	174	44	Artic
	415PM	4	3407	16	20	24	22	19	101	20	82	21	40 Foot
	434PM	5	3065	58	62	51	54	37	262	52	225	56	Artic
	448PM	6	3409	24	28	28	22	8	110	22	102	26	40 Foot
	502PM	7	3028	51	51	55	57	28	242	48	214	54	Coach
	533PM	8	3437	23	36	30	32	10	131	26	121	30	40' - Artic
	603PM	9	3065	14	15	15	16	7	67	13	60	15	40' - Artic
PM Totals				284	308	302	287	199	1,380	276	1,181	295	
785 Total				585	637	608	587	430	2,847	569	2,417	604	
789	658AM	1	3030	25	31	29	28	28	141	28	113	28	40 Foot
	801AM	2	3447	41	29	33	11	14	128	26	114	29	40' - Coach
AM Totals				66	60	62	39	42	269	54	227	57	
	443PM	1	3453	19	22	22	12	14	89	18	75	19	Coach
	543PM	2	3436	10	8	9	9	4	40	8	36	9	40 Foot
PM Totals				29	30	31	21	18	129	26	111	28	
789 Total				95	90	93	60	60	398	80	338	85	
Grand Total				3,319	3,391	3,253	3,052	2,544	15,559	3,112	13,015	3,254	

21.33% 21.79% 20.91% 19.62% 16.35% 100.00%

701	140	780
9,249	1,850	781-A
1,060	212	782
1,304	261	783
2,847	569	785
398	80	789
15,559	3,112	Total

Maple Grove December 2011 Week "4"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1219	1220	1221	1222	1223		5		4	
780	553AM	1	3420	11	10	12	12	5	50	10	45	11	40 Foot
	625AM	2	3023	15	17	12	13	9	66	13	57	14	40 Foot
	656AM	3	3032	21	21	24	15	6	87	17	81	20	40 Foot
	728AM	4	3420	19	20	18	11	7	75	15	68	17	40 Foot
AM Totals				66	68	66	51	27	278	56	251	63	
780	335PM	1	3433	13	6	8	10	6	43	9	37	9	40 Foot
	404PM	2	3064	16	27	23	19	5	90	18	85	21	40 Foot
	432PM	3	3403	21	20	16	5	3	65	13	62	16	40 Foot
	514PM	4	3427	13	10	14	11	1	49	10	48	12	40 Foot
PM Totals				63	63	61	45	15	247	49	232	58	
780 Total				129	131	127	96	42	525	105	483	121	
781	548AM	1	3416	42	56	35	32	14	179	36	165	41	Artic
	542AM	2	3408	43	42	49	32	16	182	36	166	42	Artic
	553AM	3	3417	33	32	39	32	21	157	31	136	34	40' - Artic
	622AM	4	3434	42	51	34	26	13	166	33	153	38	Coach
	610AM	5	3424	55	61	44	43	12	215	43	203	51	40' - Artic
	641AM	6	3444	42	63	47	39	14	205	41	191	48	Artic
	647AM	7	3447	44	42	37	27	18	168	34	150	38	Coach
	654AM	8	3453	32	34	46	45	23	180	36	157	39	Artic
	642AM	9	3441	54	49	49	50	29	231	46	202	51	Artic
	708AM	10	3416	48	42	57	41	16	204	41	188	47	Artic
	710AM	11	3402	26	26	30	25	8	115	23	107	27	40 Foot
	654AM	12	3027	57	37	48	36	13	191	38	178	45	Artic
	722AM	13	3417	56	61	49	35	19	220	44	201	50	Artic
	727AM	14	3037	48	54	44	36	20	202	40	182	46	Artic
	712AM	15	3455	36	50	52	37	23	198	40	175	44	Artic
	738AM	16	3434	29	29	39	30	13	140	28	127	32	Coach
	725AM	17	3408	37	50	38	47	22	194	39	172	43	Artic
	755AM	18	3444	40	47	52	37	22	198	40	176	44	Artic
	804AM	19	3453	59	37	26	27	14	163	33	149	37	Artic
	802AM	20	3424	51	55	47	45	25	223	45	198	50	Artic
	1129AM	21	3009	15	17	15	11	0	58	12	58	15	40 Foot
AM Totals				889	935	877	733	355	3,789	758	3,434	859	
781	1207PM	1	3009	18	20	17	33	45	133	27	88	22	40 Foot
	207PM	2	3011	24	33	30	42	61	190	38	129	32	40 Foot
	309PM	3	3446	47	59	47	61	64	278	56	214	54	Artic
	332PM	4	3445	55	62	73	59	28	277	55	249	62	Artic
	340PM	5	3447	27	16	17	20	12	92	18	80	20	40' - Artic
	351PM	6	3442	47	36	62	46	9	200	40	191	48	Artic
	400PM	7	3412	61	59	62	41	21	244	49	223	56	Artic
	405PM	8	3404	39	36	32	20	11	138	28	127	32	Coach
	407PM	9	3436	12	18	6	10	1	47	9	46	12	40 Foot
	414PM	10	3449	37	43	38	38	8	164	33	156	39	40 Foot
	421PM	11	3414	58	44	32	30	15	179	36	164	41	Coach
	424PM	12	3438	59	28	40	20	7	154	31	147	37	Coach
	430PM	13	3446	34	67	50	49	11	211	42	200	50	Artic
	435PM	14	3411	49	60	40	48	20	217	43	197	49	Artic
	441PM	15	3020	35	39	46	16	4	140	28	136	34	Artic
	455PM	16	3067	69	62	58	55	10	254	51	244	61	Artic
	456PM	17	3444	29	26	32	21	3	111	22	108	27	Artic
	504PM	18	3445	44	47	30	41	8	170	34	162	41	Artic
	506PM	19	3447	12	22	13	8	2	57	11	55	14	Artic
	518PM	20	3412	60	63	46	33	5	207	41	202	51	40' - Artic
	532PM	21	3442	40	47	47	37	12	183	37	171	43	Artic
	602PM	22	3438	45	40	51	25	9	170	34	161	40	Coach
	632PM	23	3444	28	43	26	17	5	119	24	114	29	40' - Artic
PM Totals				929	970	895	770	371	3,935	787	3,564	891	
781 Total				1,818	1,905	1,772	1,503	726	7,724	1,545	6,998	1,750	

Maple Grove December 2011 Week "4"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	1219	1220	1221	1222	1223					
782	530AM	1	3402	12	10	17	12	7	58	12	51	13	40 Foot
	559AM	2	3419	13	13	12	13	3	54	11	51	13	40 Foot
	627AM	3	3433	27	28	26	20	16	117	23	101	25	40 Foot
	657AM	4	3028	29	31	36	31	10	137	27	127	32	40 Foot
	723AM	5	3456	24	17	13	11	0	65	13	65	16	40 Foot
AM Totals				105	99	104	87	36	431	86	395	99	
782	336PM	1	3427	19	27	28	19	10	103	21	93	23	40 Foot
	406PM	2	3435	19	21	22	22	5	89	18	84	21	40 Foot
	436PM	3	3401	32	30	34	24	7	127	25	120	30	40 Foot
	505PM	4	3433	21	16	17	14	4	72	14	68	17	40 Foot
	534PM	5	3449	10	7	7	5	1	30	6	29	7	40 Foot
PM Totals				101	101	108	84	27	421	84	394	99	
782 Total				206	200	212	171	63	852	170	789	197	
783	533AM	1	3404	16	16	13	9	3	57	11	54	14	40 Foot
	601AM	2	3016	18	15	15	16	6	70	14	64	16	40 Foot
	628AM	3	3435	22	22	23	21	7	95	19	88	22	40 Foot
	658AM	4	3452	36	38	39	33	14	160	32	146	37	Coach
	728AM	5	3404	29	30	30	28	10	127	25	117	29	40 Foot
	821AM	6	3435	24	23	17	17	6	87	17	81	20	40 Foot
AM Totals				145	144	137	124	46	596	119	550	138	
783	338PM	1	3423	15	17	20	15	5	72	14	67	17	40 Foot
	410PM	2	3424	26	24	27	22	8	107	21	99	25	40 Foot
	439PM	3	3066	40	31	31	31	11	144	29	133	33	Coach
	509PM	4	3423	29	35	25	24	5	118	24	113	28	40 Foot
	539PM	5	3414	25	22	19	13	2	81	16	79	20	40' - Coach
PM Totals				135	129	122	105	31	522	104	491	123	
783 Total				280	273	259	229	77	1,118	224	1,041	260	
785	548AM	1	3412	32	28	26	27	13	126	25	113	28	Coach
	623AM	2	3432	38	40	43	46	10	177	35	167	42	Coach
	648AM	3	3026	41	45	31	23	2	142	28	140	35	40' - Artic
	702AM	4	3454	46	47	37	32	12	174	35	162	41	Coach
	715AM	5	3412	38	42	38	27	10	155	31	145	36	Coach
	730AM	6	3036	24	24	25	16	5	94	19	89	22	40 Foot
	745AM	7	3432	31	35	29	27	11	133	27	122	31	Coach
	800AM	8	3419	30	27	21	26	8	112	22	104	26	40 Foot
	818AM	8	3026	32	27	28	25	1	113	23	112	28	Artic
AM Totals				312	315	278	249	72	1,226	245	1,154	289	
785	308PM	1	3453	12	18	11	18	23	82	16	59	15	40' - Coach
	333PM	2	3028	34	41	45	39	17	176	35	159	40	Coach
	402PM	3	3437	53	53	43	38	10	197	39	187	47	Artic
	415PM	4	3407	12	19	17	19	4	71	14	67	17	40 Foot
	434PM	5	3065	53	47	43	36	9	188	38	179	45	Artic
	448PM	6	3409	36	25	24	15	0	100	20	100	25	40 Foot
	502PM	7	3028	49	47	42	30	7	175	35	168	42	Coach
	533PM	8	3437	22	27	24	16	1	90	18	89	22	40' - Artic
	603PM	9	3065	11	23	12	9	0	55	11	55	14	40' - Artic
PM Totals				282	300	261	220	71	1,134	227	1,063	266	
785 Total				594	615	539	469	143	2,360	472	2,217	554	
789	658AM	1	3030	3	5	11	7		26	5	26	7	40 Foot
	801AM	2	3447	9	10	8	8		35	7	35	9	40' - Coach
AM Totals				12	15	19	15	0	61	12	61	15	
789	443PM	1	3453	5	6	4	5		20	4	20	5	Coach
	543PM	2	3436	5	2	3	1		11	2	11	3	40 Foot
PM Totals				10	8	7	6	0	31	6	31	8	
789 Total				22	23	26	21	0	92	18	92	23	
Grand Total				3,049	3,147	2,935	2,489	1,051	12,671	2,534	11,620	2,905	

24.06% 24.84% 23.16% 19.64% 8.29% 100.00%

525	105	780
7,724	1,545	781-A
852	170	782
1,118	224	783
2,360	472	785
92	18	789
12,671	2,534	Total

Maple Grove January 2012 Week "1"

								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
				Tue	Wed	Thu	Fri	Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	0103	0104	0105	0106		4		3	
780	553AM	1	3420	13	16	15	20	64	16	44	15	40 Foot
	625AM	2	3023	16	15	21	17	69	17	52	17	40 Foot
	656AM	3	3032	23	23	20	18	84	21	66	22	40 Foot
	728AM	4	3420	28	23	25	20	96	24	76	25	40 Foot
AM Totals				80	77	81	75	313	78	238	79	
780	335PM	1	3433	9	11	12	11	43	11	32	11	40 Foot
	404PM	2	3064	21	22	20	20	83	21	63	21	40 Foot
	432PM	3	3403	23	25	23	27	98	25	71	24	40 Foot
	514PM	4	3427	19	16	20	12	67	17	55	18	40 Foot
PM Totals				72	74	75	70	291	73	221	74	
780 Total				152	151	156	145	604	151	459	153	
781	548AM	1	3416	41	40	45	39	165	41	126	42	Artic
	542AM	2	3408	48	46	41	37	172	43	135	45	Artic
	553AM	3	3417	40	51	38	29	158	40	129	43	40' - Artic
	622AM	4	3434	38	40	39	31	148	37	117	39	Coach
	610AM	5	3424	46	46	45	32	169	42	137	46	40' - Artic
	641AM	6	3444	53	51	42	45	191	48	146	49	Artic
	647AM	7	3447	35	47	50	50	182	46	132	44	Coach
	654AM	8	3453	61	50	53	47	211	53	164	55	Artic
	642AM	9	3441	52	59	51	43	205	51	162	54	Artic
	708AM	10	3416	58	36	47	42	183	46	141	47	Artic
	710AM	11	3402	19	30	27	29	105	26	76	25	40 Foot
	654AM	12	3027	61	48	57	36	202	51	166	55	Artic
	722AM	13	3417	52	55	69	65	241	60	176	59	Artic
	727AM	14	3037	52	57	44	50	203	51	153	51	Artic
	712AM	15	3455	48	38	36	24	146	37	122	41	Artic
	738AM	16	3434	32	40	37	35	144	36	109	36	Coach
	725AM	17	3408	50	55	54	48	207	52	159	53	Artic
	755AM	18	3444	41	64	54	35	194	49	159	53	Artic
	804AM	19	3453	44	45	43	34	166	42	132	44	Artic
	802AM	20	3424	72	55	57	55	239	60	184	61	Artic
	1129AM	21	3009	6	11	10	5	32	8	27	9	40 Foot
AM Totals				949	964	939	811	3,663	916	2,852	951	
781	1207PM	1	3009	17	14	13	29	73	18	44	15	40 Foot
	207PM	2	3011	31	18	28	46	123	31	77	26	40 Foot
	309PM	3	3446	43	48	56	60	207	52	147	49	Artic
	332PM	4	3445	63	66	49	40	218	55	178	59	Artic
	340PM	5	3447	28	33	22	29	112	28	83	28	40' - Artic
	351PM	6	3442	41	35	56	43	175	44	132	44	Artic
	400PM	7	3412	60	60	49	49	218	55	169	56	Artic
	405PM	8	3404	45	48	41	38	172	43	134	45	Coach
	407PM	9	3436	18	19	19	19	75	19	56	19	40 Foot
	414PM	10	3449	43	46	31	37	157	39	120	40	40 Foot
	421PM	11	3414	36	58	41	62	197	49	135	45	Coach
	424PM	12	3438	50	32	37	25	144	36	119	40	Coach
	430PM	13	3446	59	54	50	52	215	54	163	54	Artic
	435PM	14	3411	45	59	76	52	232	58	180	60	Artic
	441PM	15	3020	49	43	43	35	170	43	135	45	Artic
	455PM	16	3067	63	74	62	47	246	62	199	66	Artic
	456PM	17	3444	46	38	40	21	145	36	124	41	Artic
	504PM	18	3445	39	45	43	42	169	42	127	42	Artic
	506PM	19	3447	46	15	19	22	102	26	80	27	Artic
	518PM	20	3412	48	68	48	26	190	48	164	55	40' - Artic
	532PM	21	3442	49	59	56	42	206	52	164	55	Artic
	602PM	22	3438	44	46	50	36	176	44	140	47	Coach
	632PM	23	3444	23	13	17	18	71	18	53	18	40' - Artic
PM Totals				986	991	946	870	3,793	948	2,923	974	
781 Total				1,935	1,955	1,885	1,681	7,456	1,864	5,775	1,925	

Maple Grove January 2012 Week "1"

								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
				Tue	Wed	Thu	Fri	Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	0103	0104	0105	0106		4		3	
782	530AM	1	3402	14	18	14	10	56	14	46	15	40 Foot
	559AM	2	3419	15	14	11	13	53	13	40	13	40 Foot
	627AM	3	3433	28	29	31	23	111	28	88	29	40 Foot
	657AM	4	3028	31	35	35	34	135	34	101	34	40 Foot
	723AM	5	3456	24	25	26	15	90	23	75	25	40 Foot
AM Totals				112	121	117	95	445	111	350	117	
782	336PM	1	3427	20	22	22	20	84	21	64	21	40 Foot
	406PM	2	3435	27	21	24	21	93	23	72	24	40 Foot
	436PM	3	3401	27	38	31	33	129	32	96	32	40 Foot
	505PM	4	3433	27	24	27	18	96	24	78	26	40 Foot
	534PM	5	3449	7	10	8	9	34	9	25	8	40 Foot
PM Totals				108	115	112	101	436	109	335	112	
782 Total				220	236	229	196	881	220	685	228	
783	533AM	1	3404	16	16	12	9	53	13	44	15	40 Foot
	601AM	2	3016	15	16	15	15	61	15	46	15	40 Foot
	628AM	3	3435	22	28	28	17	95	24	78	26	40 Foot
	658AM	4	3452	49	42	38	41	170	43	129	43	Coach
	728AM	5	3404	34	28	35	33	130	33	97	32	40 Foot
	821AM	6	3435	15	23	19	16	73	18	57	19	40 Foot
AM Totals				151	153	147	131	582	146	451	150	
783	338PM	1	3423	16	18	15	17	66	17	49	16	40 Foot
	410PM	2	3424	32	30	28	30	120	30	90	30	40 Foot
	439PM	3	3066	47	39	49	34	169	42	135	45	Coach
	509PM	4	3423	34	31	24	26	115	29	89	30	40 Foot
	539PM	5	3414	22	31	27	32	112	28	80	27	40' - Coach
PM Totals				151	149	143	139	582	146	443	148	
783 Total				302	302	290	270	1,164	291	894	298	
785	548AM	1	3412	33	29	30	29	121	30	92	31	Coach
	623AM	2	3432	46	43	46	41	176	44	135	45	Coach
	648AM	3	3026	39	42	45	37	163	41	126	42	40' - Artic
	702AM	4	3454	43	41	46	39	169	42	130	43	Coach
	715AM	5	3412	38	44	47	38	167	42	129	43	Coach
	730AM	6	3036	39	29	27	26	121	30	95	32	40 Foot
	745AM	7	3432	41	35	26	25	127	32	102	34	Coach
	800AM	8	3419	26	34	28	20	108	27	88	29	40 Foot
	818AM	8	3026	35	32	28	33	128	32	95	32	Artic
AM Totals				340	329	323	288	1,280	320	992	331	
785	308PM	1	3453	16	11	13	17	57	14	40	13	40' - Coach
	333PM	2	3028	42	44	36	34	156	39	122	41	Coach
	402PM	3	3437	56	55	56	46	213	53	167	56	Artic
	415PM	4	3407	23	25	21	16	85	21	69	23	40 Foot
	434PM	5	3065	56	61	61	54	232	58	178	59	Artic
	448PM	6	3409	24	21	31	19	95	24	76	25	40 Foot
	502PM	7	3028	48	56	45	37	186	47	149	50	Coach
	533PM	8	3437	31	45	39	17	132	33	115	38	40' - Artic
	603PM	9	3065	16	16	14	16	62	16	46	15	40' - Artic
PM Totals				312	334	316	256	1,218	305	962	321	
785 Total				652	663	639	544	2,498	625	1,954	651	
Grand Total				3,261	3,307	3,199	2,836	12,603	3,151	9,767	3,256	
				25.87%	26.24%	25.38%	22.50%	100.00%				

604	151	780
7,456	1,864	781-A
881	220	782
1,164	291	783
2,498	625	785
12,603	3,151	Total

Maple Grove January 2012 Week "2"

									Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Artic
									Total	Avg	Total	Avg	
Route	Trip Time	Trip #	Run #	0109	0110	0111	0112	0113					
780	553AM	1	3420	17	14	16	18	12	77	15	65	16	40 Foot
	625AM	2	3023	19	14	23	19	18	93	19	75	19	40 Foot
	656AM	3	3032	22	30	26	29	24	131	26	107	27	40 Foot
	728AM	4	3420	23	22	23	24	18	110	22	92	23	40 Foot
AM Totals				81	80	88	90	72	411	82	339	85	
780	335PM	1	3433	16	13	14	11	12	66	13	54	14	40 Foot
	404PM	2	3064	20	21	23	27	20	111	22	91	23	40 Foot
	432PM	3	3403	24	24	30	25	24	127	25	103	26	40 Foot
	514PM	4	3427	19	17	16	21	9	82	16	73	18	40 Foot
PM Totals				79	75	83	84	65	386	77	321	80	
780 Total				160	155	171	174	137	797	159	660	165	
781	548AM	1	3416	35	47	41	51	33	207	41	174	44	Artic
	542AM	2	3408	39	50	51	40	49	229	46	180	45	Artic
	553AM	3	3417	43	34	38	37	27	179	36	152	38	40' - Artic
	622AM	4	3434	35	35	43	32	37	182	36	145	36	Coach
	610AM	5	3424	48	47	51	53	37	236	47	199	50	40' - Artic
	641AM	6	3444	49	60	57	54	49	269	54	220	55	Artic
	647AM	7	3447	44	41	45	33	46	209	42	163	41	Coach
	654AM	8	3453	48	53	59	50	36	246	49	210	53	Artic
	642AM	9	3441	64	59	55	54	39	271	54	232	58	Artic
	708AM	10	3416	49	47	42	41	42	221	44	179	45	Artic
	710AM	11	3402	33	31	34	41	25	164	33	139	35	40 Foot
	654AM	12	3027	62	42	49	48	47	248	50	201	50	Artic
	722AM	13	3417	62	52	64	47	35	260	52	225	56	Artic
	727AM	14	3037	60	48	48	59	53	268	54	215	54	Artic
	712AM	15	3455	41	46	53	42	48	230	46	182	46	Artic
	738AM	16	3434	39	44	38	38	39	198	40	159	40	Coach
	725AM	17	3408	49	48	51	53	49	250	50	201	50	Artic
	755AM	18	3444	38	58	46	43	48	233	47	185	46	Artic
	804AM	19	3453	48	41	48	44	41	222	44	181	45	Artic
	802AM	20	3424	54	56	50	56	45	261	52	216	54	Artic
	1129AM	21	3009	10	12	10	12	9	53	11	44	11	40 Foot
AM Totals				950	951	973	928	834	4,636	927	3,802	951	
781	1207PM	1	3009	16	14	13	10	21	74	15	53	13	40 Foot
	207PM	2	3011	23	24	30	43	50	170	34	120	30	40 Foot
	309PM	3	3446	43	51	49	48	58	249	50	191	48	Artic
	332PM	4	3445	60	69	68	58	45	300	60	255	64	Artic
	340PM	5	3447	27	33	26	27	28	141	28	113	28	40' - Artic
	351PM	6	3442	46	47	53	59	52	257	51	205	51	Artic
	400PM	7	3412	57	61	66	58	57	299	60	242	61	Artic
	405PM	8	3404	61	20	47	41	35	204	41	169	42	Coach
	407PM	9	3436	14	35	12	18	11	90	18	79	20	40 Foot
	414PM	10	3449	27	30	24	24	23	128	26	105	26	40 Foot
	421PM	11	3414	41	29	47	54	44	215	43	171	43	Coach
	424PM	12	3438	28	31	31	24	36	150	30	114	29	Coach
	430PM	13	3446	67	63	69	53	36	288	58	252	63	Artic
	435PM	14	3411	55	58	73	61	48	295	59	247	62	Artic
	441PM	15	3020	41	34	41	36	29	181	36	152	38	Artic
	455PM	16	3067	68	69	59	69	62	327	65	265	66	Artic
	456PM	17	3444	52	62	29	38	29	210	42	181	45	Artic
	504PM	18	3445	68	39	59	51	38	255	51	217	54	Artic
	506PM	19	3447	20	20	20	21	14	95	19	81	20	Artic
	518PM	20	3412	84	46	61	46	29	266	53	237	59	40' - Artic
	532PM	21	3442	47	57	58	46	34	242	48	208	52	Artic
	602PM	22	3438	50	47	34	54	38	223	45	185	46	Coach
	632PM	23	3444	24	27	31	31	16	129	26	113	28	40' - Artic
PM Totals				1,019	966	1,000	970	833	4,788	958	3,955	989	
781 Total				1,969	1,917	1,973	1,898	1,667	9,424	1,885	7,757	1,939	

Maple Grove January 2012 Week "2"

									Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
Route	Trip Time	Trip #	Run #	Mon 0109	Tue 0110	Wed 0111	Thu 0112	Fri 0113					
782	530AM	1	3402	16	19	17	17	10	79	16	69	17	40 Foot
	559AM	2	3419	14	14	16	15	11	70	14	59	15	40 Foot
	627AM	3	3433	25	32	28	23	23	131	26	108	27	40 Foot
	657AM	4	3028	29	31	33	42	28	163	33	135	34	40 Foot
	723AM	5	3456	25	27	25	22	22	121	24	99	25	40 Foot
AM Totals				109	123	119	119	94	564	113	470	118	
782	336PM	1	3427	22	28	30	29	29	138	28	109	27	40 Foot
	406PM	2	3435	24	29	19	17	17	106	21	89	22	40 Foot
	436PM	3	3401	36	33	33	32	21	155	31	134	34	40 Foot
	505PM	4	3433	21	22	25	20	19	107	21	88	22	40 Foot
	534PM	5	3449	10	8	12	16	9	55	11	46	12	40 Foot
PM Totals				113	120	119	114	95	561	112	466	117	
782 Total				222	243	238	233	189	1,125	225	936	234	
783	533AM	1	3404	20	20	13	14	8	75	15	67	17	40 Foot
	601AM	2	3016	16	15	16	19	15	81	16	66	17	40 Foot
	628AM	3	3435	18	18	21	31	16	104	21	88	22	40 Foot
	658AM	4	3452	45	40	42	36	38	201	40	163	41	Coach
	728AM	5	3404	37	27	31	24	31	150	30	119	30	40 Foot
	821AM	6	3435	23	19	27	19	16	104	21	88	22	40 Foot
AM Totals				159	139	150	143	124	715	143	591	148	
783	338PM	1	3423	15	19	15	15	22	86	17	64	16	40 Foot
	410PM	2	3424	34	21	25	23	28	131	26	103	26	40 Foot
	439PM	3	3066	49	42	43	39	30	203	41	173	43	Coach
	509PM	4	3423	38	25	41	35	28	167	33	139	35	40 Foot
	539PM	5	3414	17	20	18	16	14	85	17	71	18	40' - Coach
PM Totals				153	127	142	128	122	672	134	550	138	
783 Total				312	266	292	271	246	1,387	277	1,141	285	
785	548AM	1	3412	28	34	35	31	23	151	30	128	32	Coach
	623AM	2	3432	48	44	50	42	34	218	44	184	46	Coach
	648AM	3	3026	34	46	46	37	32	195	39	163	41	40' - Artic
	702AM	4	3454	53	46	45	41	34	219	44	185	46	Coach
	715AM	5	3412	46	46	45	39	32	208	42	176	44	Coach
	730AM	6	3036	32	30	27	33	21	143	29	122	31	40 Foot
	745AM	7	3432	32	45	41	30	21	169	34	148	37	Coach
	800AM	8	3419	30	22	28	28	21	129	26	108	27	40 Foot
	818AM	8	3026	25	36	27	42	19	149	30	130	33	Artic
AM Totals				328	349	344	323	237	1,581	316	1,344	336	
785	308PM	1	3453	14	21	18	15	18	86	17	68	17	40' - Coach
	333PM	2	3028	43	34	40	40	32	189	38	157	39	Coach
	402PM	3	3437	50	71	62	46	44	273	55	229	57	Artic
	415PM	4	3407	21	22	21	17	12	93	19	81	20	40 Foot
	434PM	5	3065	67	60	65	64	42	298	60	256	64	Artic
	448PM	6	3409	23	29	20	25	14	111	22	97	24	40 Foot
	502PM	7	3028	50	48	60	52	28	238	48	210	53	Coach
	533PM	8	3437	25	31	32	32	22	142	28	120	30	40' - Artic
	603PM	9	3065	15	17	19	13	9	73	15	64	16	40' - Artic
PM Totals				308	333	337	304	221	1,503	301	1,282	321	
785 Total				636	682	681	627	458	3,084	617	2,626	657	
Grand Total				3,299	3,263	3,355	3,203	2,697	15,817	3,163	13,120	3,280	
				20.86%	20.63%	21.21%	20.25%	17.05%	100.00%				

797	159	780
9,424	1,885	781-A
1,125	225	782
1,387	277	783
3,084	617	785
15,817	3,163	Total

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: F.

Agenda Item: Rider Survey Update

As mentioned at the last meeting, the Federal Title VI regulations related to civil rights and equal access requires transit agencies to survey their customers on a periodic basis. The survey must discern how groups of different races, ethnicities and income level respond to the survey compared the survey responses as a whole.

Maple Grove Transit partnered with National Research Center, Inc. to conduct a web-based survey of riders. In early December, Maple Grove Transit emailed the survey link to all "rider alert" subscribers and distributed bus flyers on two different days. A total of 574 riders completed the survey, for an estimated response rate of 35%.

The survey captured current rider behaviors, attitudes and service evaluations, as well as any suggestions for improvement.

Attached is an Executive Summary of the survey report. Copies of entire 133 page report will be distributed at the meeting.

Maple Grove Transit 2011 Rider Survey Report of Results

January 2012

Prepared by:



**NATIONAL
RESEARCH**
C E N T E R I N C.

Executive Summary

Maple Grove Transit partnered with National Research Center, Inc. to conduct a web-based survey of riders. In early December, Maple Grove Transit emailed the survey link to all “rider alert” subscribers and distributed bus flyers on two different days. A total of 574 riders completed the survey, for an estimated response rate of 35%.

The survey captured current rider behaviors, attitudes and service evaluations, as well as any suggestions for improvement.

Current Maple Grove Transit Use

- Route 781 was the most frequently ridden route (49% of respondents), followed by route 785 (22%) and 783 (11%). Fewer than 10% of respondents indicated each other route as most commonly ridden.
- The Maple Grove Transit Station was the most common boarding location (50% of respondents), followed by the Parkway Transit Station (21%) and street stops (18%). The three park-and-ride lots each were identified by 2% to 7% of respondents.
 - Forty-five percent of respondents who said they currently boarded at Parkway Transit Station said they previously rode route 781, 32% said route 784 and 17% were new riders since the Parkway Transit Station opened.
- Seven in ten riders reported using Maple Grove Transit five days per week and another 18% said four days each week. Two percent rode one day, 1% two days and 7% three days.
- Close to half (48%) of riders had been using Maple Grove Transit for 1-5 years, 14% reported less than a year of use, 19% were in the 6 to 10 year range and 18% had been riders over 10 years.
- Nearly all riders (94%) cited work as their reason for travel on the day of the survey. School was chosen by 5%.
- Ninety-three percent of transit riders said that a personal vehicle was a commuting option for them.
- Fourteen percent of respondents reported transferring or planning to transfer to a bus or train on the day of the survey, and of those, 44% identified a U of M route as their transfer destination and 40% did not specify the route.
- Half of riders (51%) said they received rider alerts and 41% were registered for the Guaranteed Ride Home Program.

Quality of Maple Grove Transit

- Ratings of the overall quality of Maple Grove Transit were strong, with 67% of riders saying it was “very good” and another 30% picking “good.” Three percent selected “average,” one person (0%) thought it was poor and no one chose “very poor.”
- The survey asked for evaluations of 17 aspects of Maple Grove Transit. The sum of “very good” and “good” ratings ranged from 94% (for “value of service”) to 60% (for “number of bus trips offered”). The sum of “poor” and “very poor” ratings was most commonly 0% to 1% and only two (“hours of operation,” 10% “poor” or “very poor” and “number of bus trips offered,” 12%) reached double digits. “No opinion” responses generally were negligible, though 9% were not sufficiently familiar with the “Transit website” to rate it.
- In the six months prior to the survey, 17% of riders had contacted Maple Grove Transit with an inquiry, feedback or concern. Of those respondents, 47% evaluated the handling of their inquiry as “very good,” 24% as “good,” 11% as “average,” 8% as “poor” and 7% as “very poor.”

Maple Grove Transit Strengths and Opportunities

- Saving money on parking (49% of riders) and avoiding the stress of driving (47%) were cited as the most popular reasons for using Maple Grove Transit. Convenience (37%) and employer fare subsidization (32%) were the next most common, followed by saving on automobile costs (26%), while environmental motivations (8%), saving travel time (5%) and not having a car (2% each for not owning a car or having one available) were less common.
- In their own words 40% of riders said the thing they liked best about Maple Grove Transit related to the level, frequency or convenience of service and another 12% felt positively about reliability/dependability. Thirteen percent did not write in a response about a best-liked feature.
- Among the least liked aspects of Maple Grove Transit described by survey respondents, 45% identified general time/schedule limitations or requested more trips during a specific timeframe. Comments about bus cleanliness, comfort or temperature were the next most common (13%). Sixteen percent did not make a comment.
- Later p.m. bus trips to Maple Grove were seen by the most respondents as “very important” (43% of respondents) in a list of seven possible improvements. Cited as “not important” by the highest proportion of riders were earlier a.m. bus trips to Minneapolis (55%) and more trips to and from the U of M (75%).
- When asked to describe in their own words the single most important improvement Maple Grove Transit could make, expanding capacity or adding trips at different times of day were options suggested by 52% of respondents. Bus improvements (or new buses) were suggested by 8% of respondents. No suggestion was made by 21% of respondents.
- Bus fare was seen as “just right” by 81%, “too high” by 16% and “too low” by 1%.
- The survey gave respondents an opportunity make additional comments on Maple Grove Transit. Respondents wrote in their own words generally positive comments about Maple Grove Transit (35% of respondents), capacity (18%), drivers (16%), buses (7%), facilities (6%), scheduling (4%) and a mix of “other” comments (16%). Six percent said they did not have any comments or did not write anything in the space allowed.

Maple Grove Transit Rider Sociodemographic Characteristics

- Respondents provided information about themselves on the survey, including their city of residence, racial/ethnic background, age, gender, income and language spoken at home.
 - Maple Grove was the most common city of residence, with 63% of responses. Each remaining city was identified by 1% to 7% of respondents.
 - Most respondents were Caucasian/White (88%). One percent each said they were African American/Black, American Indian and Hispanic; 5% selected Asian and 2% skipped the question.
 - The age of survey respondents primarily fell between 25 and 64; 0% were under 18, 5% were 18-24, 20% were 25-34, 23% were 35-44, 27% were 45-54, 20% were 55-64 and 2% were 65 or older (2% did not answer the question).
 - Sixty-one percent of riders were women, 37% men and 2% did not respond to this question.
 - In response to the survey question about family income, 22% did not know, preferred not to say or did not select any response. One percent of riders had an income lower than \$20,000, 4% were \$20,000-\$39,999, 10% were \$40,000-\$59,999, 7% were \$60,000-\$69,999, 19% were \$70,000-\$99,999 and 38% were \$100,000 or more.
 - English was reported by 95% of riders to be the primary language spoken at home.

Differences by Race/Ethnicity

- Eighty-eight percent of respondents identified as white/Caucasian, 10% as another race and 2% did not respond to this question. Responses to select questions were compared for the three groups in *Appendix B: Select Results Compared by Respondent Race/Ethnicity*. A true “margin of error” cannot be calculated since survey participants were not randomly selected, but an analogous band around results can be a useful tool in assessing meaningful differences. To this end, considering all differences within plus or minus 13 percentage points to be statistically equivalent is reasonable. Gaps outside 13 percentage points may reflect real differences in responses.
 - Based on this 13-percentage point rule, only a few differences emerge, primarily in response to question 11, relating to a greater desire among non-white/other respondents for additional trips.
 - Greater proportions of non-white/other respondents thought that the following services were important or very important.
 - Earlier a.m. bus trips to Minneapolis (52% vs. 37%)
 - Later a.m. bus trips to Minneapolis (74% vs. 61%)
 - Later p.m. bus trips to Maple Grove (87% vs. 72%)
 - More trips to and from the U of M (27% vs. 14%)
 - Greater proportions of white respondents thought that the following services were not important.
 - More trips within the existing service hours (33% vs. 19%)

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/25/2011

Item Number: G.

Agenda Item: Review Transit Award Nominations

Enclosed are the 2012 Transit Award Nominations received by riders. The Transit Commission will review and discuss the 2012 nominations at the meeting. Below is the policy that governs Award eligibility:

Transit Awards Policy Amended 1/28/03 . . .

The Transit Commission adopted the following award policy:

- *Individuals who never have received an award will be considered if they receive at least one nomination. The Transit Commission will make the final approval.*
- *Individuals can receive awards more than once provided they receive at least three nominations, but cannot receive an award two years in a row.*
- *Any person who has received an award in the past, but get less than three nominations in a subsequent year will receive a commendation letter for their personnel file.*

TRANSIT SERVICE AWARD NOMINATIONS

The Maple Grove Transit Commission now accepts year round nominations for its *Distinguished Service Award*. The Transit Administrator will accept and hold all nominations received in a single year. At its January meeting the Transit Commissioners will review the nomination received from the past year. The awards will then be presented annually to the recipients at its March meeting.

Distinguished Service Award:

The awards are presented to the individuals who have significantly contributed to the successful day-to-day operation of the Maple Grove Transit System over the past year. The awards program was established to honor individuals who deserve special recognition for contributing this past year to the effectiveness of our transit system.

Nomination Instructions:

Include the information listed below for each nomination. If you do not know or are unsure about some information requested, please describe or state what you know.

- Nominee's Name
- Nominee's Occupation/Company Name
- Nominee's Route/Trip Information
- Describe the general basis for your nomination
- Your name and phone number
- *You may e-mail, U.S. mail, or fax your nomination to:*

Transit Administrator
Maple Grove Transit System
P.O. Box 1180
Maple Grove, Minnesota 55311
Phone 763-494-6005
Fax: 763-494-6421

Email: transit@ci.maple-grove.mn.us

Please note this flyer is also posted on the City's website at :

- <http://www.ci.maple-grove.mn.us/content/3485/812/default.aspx>

Summary of 2012 Transit Award Nominations

Brenda Lutzke *(Has not received an MGT Award in the past)*

- I would like to nominate the current driver for the Maple Grove 781A evening run #17. The last two days, (6/6 and 6/7 have been out-of-normal runs for 781A runs due to issues out of the driver's control. Monday, 6/6 the bus was put a detour due to the road 'malfunction' on 94 out of downtown Minneapolis. The detour added half-an-hour to the bus ride however, we arrived at the park and ride, and continue on through the remainder without any problems. In fact, as each passenger exited the bus, the driver thanked each for their patience during the long run. Tuesday, 6/7 the evening 781 run 16 did not arrive. 781A run 17 had 2 bus loads of people crammed onto the bus. Despite the extra passengers the bus arrived at the park and ride on time, once again this driver thanks each passenger for the patience during the ride. Each time I board run #17 in the evening I am greeted with a smile, and a 'good afternoon' or 'hello'. The driver of Maple Grove 781A evening run 17 is one exceptionally good driver, who drivers with the sole purpose of all passengers reaching the destinations in a safe and timely manner whether the run is a 'regular' run or there are additional passengers, or detours. Thank you Beverly

Marvin Hill *(Has not received an MGT Award in the past)*

- The driver of run #15 for 781A this morning needs to be accommodated for his excellent driving this morning, despite the icy roads and heavy snow the bus kept moving, arriving a little behind schedule. This driver always greets passengers with a smile every morning. Thank you Beverly
- Will you please THANK all the drivers for all that they do, all that they've done and driven thru this season? Today was another nail-biter; and other than a standing ovation, which I would have loved to do, is there any way these drivers can be thanked?? It was trip #15 on 781 this morning to downtown Minneapolis. I've had this driver numerous times over the years, and he makes the commute look easy! I know it's not; today he had to drive around a semi stuck in the middle of the on-ramp to 94, which was immediately after another driver had blocked the commuter lane. Trip #14 was right in front of us with a full load. Also, please give another thanks to the staff who do all the work behind the scenes as well – the removers of snow, the janitorial staff, mechanics, etc. Cindy

Milton Jones *(Has not received an MGT Award in the past)*

- I ride the 782 Trip 1... The is a 40 Year old Black gentleman that Drives the bus... I do not know his name. He is the nicest, most polite driver we have ever had on this route. If there is water or snow(during the cold days).. he made sure the riders never had to step in any puddle or pile. I would LOVE to nominate him for an award but I do not know his

name. He is the current driver right now on this route. He deserves to be nominated. THANK YOU Rebecca

Bruce Ekdahl *(Has not received an MGT Award in the past)*

- You are right that hardly any MG drivers call the streets. I am glad u r aware of this so that MG won't be in violation and lose funding. For that fact u should nominate this driver for doing his job so well! He is also very friendly. Dawn

Ron Jones *(Has not received an MGT Award in the past)*

- Driver # 9304 is an excellent driver that is not only very professional and friendly, but is always on time and drives safe. Greets riders when getting on and off the bus. I can't say enough things about this driver. Twanna (via voice mail)

Richard Knight *(Has received MGT Award in 2011, 2006, 2004, 2002, 1999)*

I would like to nominate Richard (sorry, don't know his last name). Richard drives the Maple Grove 4:13, 782, route to Zachary Park-n-Ride. He always has a smile and greeting for everyone. He knows who rides this route and looks out for them. He is always on time and a very safe, observant driver. He announces stops and lets us know what bus we are on before leaving downtown. He waited the other day for one of our riders who was helping a blind man cross the street and find his bus. I think Richard deserves the Distinguished Service Award! Marsha

Michael Gulickson *(Has received MGT Award in 2011)*

- Thanks. Also I'd been meaning to have you add the normal driver Michael Gulickson to the nominate list. He is a wonderful and safe driver and very friendly. Dawn

Pao Xiong *(Has not received an MGT Award in the past)*

- I wanted to send a note to express my thanks to Driver 68125. Last night I accidentally took the 781A instead of the 785 at 5:05 pm. I didn't realize my mistake until I got off the bus at the Maple Grove Transit station. I got back on the bus and mentioned it to the driver. My plan was to walk from Walmart to the Park n Ride across from Target. After a few minutes he asked if I was able to walk the distance and asked if I needed a ride. He realized that it would be difficult for me (I'm 60 years old and have bad knees) . I know this is not proper protocol, and that he shouldn't have gone off his route to help me, but I want you to know just how much I appreciated his offer. Nancy
- I would like to nominate the driver (sorry I don't know his name) of the 781 Route to Downtown leaving Maple Grove at 7:58 a.m. He is an excellent, safe driver, very courteous to all, uses the shoulder when needed with ease, punctual, and really seems to

care about his position with Maple Grove Transit. All your drivers should strive to be more like him. Ellen

Nora Kurkowski *(Has received MGT Award in 2004)*

- I would like to nominate, "Nora" who is a bus driver for Metro Transit, currently driving the first trip out each morning from the Parkway Station. Most folks dread the thought of having to get up each morning and go to work, and I'm one of those people. After having my coffee and awake, I arrive at the Parkway Station and look forward to being greeted with a Good Morning and a smile. Nora has the personality and demeanor that makes everyone feel welcomed and you feel like you've known her for years!! I can't think of a bus driver that goes above and beyond of their duties to making you feel welcomed, safe, making sure you watch your step on those icy/snowy Minnesota mornings, and tells you to have a good day and week-end. I've been riding the bus for over twenty years and have not run across a bus driver like Nora. In my book Nora is that shining star that we all look for to making a better day!!! Deb
- I nominate Nora from Maple Grove Transit 785, she is usually driving the 7:15am. We had her about a year ago also and we were sad to see her go and now she is back! She is always nice, funny, and cares about the riders. I hope she wins! :-) Lisa
- I nominate Nora. She drives the 785, trip 1 route. She is always pleasant and her driving is excellent. Rob
- Hello- I would like to nominate and mention the great customer service shown every day by your driver, Nora. She drives the first trip of the 785 out of Parkway Station. Every morning Nora, greets each and every passenger as they board the bus. Upon exiting the bus, she tells each and every passenger to "have a good day." If it has recently snowed or sleeted she reminds everyone to be careful walking off the bus. She is a very personable lady who adds a great deal to the daily commute. On Fridays when she announces the first stop, she also tells the passengers to have a good weekend. I have encountered quite a few drivers while riding Metro Transit and Nora is one of the friendliest, professional drivers around. Thank you. Mia

Wayne Dalida *(Has received MGT Award in 2010 and 2008)*

- I nominate Wayne (#7754) for the distinguished service award for the Maple Grove Transit Route #785. Wayne continues to exceed all expectations in terms of passenger safety and timely arrivals/departures. Additionally, Wayne is cordial, polite, friendly, courteous, and always makes the passengers feel welcome. While some drivers seem to treat this like a mundane "job," Wayne truly understands that it's also a "service" while he consistently delivers top notch service. We love having Wayne on #785! Gene

- I'd like to nominate my driver for this award. I take the 8:18am Route 785 bus from Parkway Station in Maple Grove. The driver's name is Wayne. His friendly smile and enthusiasm is a great way to start off the day. Thanks. Kyle
- I had Wayne Dalida as a bus driver for 6 months on the route 781A earlier this year. He was a great driver who provided outstanding customer service. He was very reliable, safe and courteous. Wayne always had a friendly smile and a pleasant thing to say as people boarded the bus. Wayne really helped to start the day on a good note. He cared about his customers and liked what he did and it showed. His punctuality was sure appreciated in the morning. I could leave my house at a set time every day, walk to the bus stop and his bus would always show within a minute. I can't think of a bus driver more deserving of the Distinguished Service Award than Wayne Dalida. I hope you consider him. David
- Wayne is so incredible friendly and pleasant. It is always a joy to ride the bus he is driving. He is helpful and courteous and amazingly remembers people that ride the bus. I enjoy riding the bus because I feel I am in good hands with Wayne driving. On Mondays or after a hard day's work ...it's nice to have a smile from the guy who's taking you to work or to your park and ride. Thank you for employing such wonderful people. Good Job Wayne! Sharon
- I would like to nominate Wayne (Driver # 7754) on route 785. I have been riding the bus for a little over 4 years, since I joined my organizations rider program. Apart from the program being great for our pockets and our cars, it would make no sense if we rode in a bus with a grumpy or nasty driver. Wayne is a morning breath of fresh air, he always has a smile and a greeting as you board or disembark. He is cheerful and gives you a lift even when you are down. He is kind and considerate of all the riders and is genuinely glad to see you after he has been off your route for a while. Wayne knows some of us by name and actually says your name as he greets you. Even when he is driving another route and you see him at the bus stop as you wait for your bus, he will wave and smile. Finally Wayne drives very well, no sudden stops or going too fast. He always gets us downtown on time and in one piece. I appreciate him and his service to us all. In all honesty, he is one more reason I ride the bus to work. Thanks and have a great Holiday season! Nkechi
- I would like to nominate Wayne #7754. I have been riding the bus for 2 yrs now and he is always very friendly and smiles and waits for you and is an all around nice guy. Plus, you never have to hang on when he is driving. Pretty safe rides. J Thank you. Susan
- I would like to nominate the driver of my express bus from Minneapolis to Maple Grove, his name is Wayne (7754), for the Driver Award. He drives the 781 (can't remember if

it's A, but it's around 4:26pm or 4:29pm bus back to Maple Grove). He's always on time and is extremely friendly. He is also a very safe driver. He is very welcoming to everyone that gets on and I can't think of a better person to get this award. Thank you, Stephanie

- I'd like to nominate Wayne for the Distinguished Service Award. Wayne is the driver of Maple Grove Transit (785), trip 7754 out of the Parkway station (am). He is always the most cheerful individual, bringing so much joy to passengers. It makes such a difference in how the day begins -- what a blessing! I would go out of my way to take the 6:48am or the 8:18am bus. Encourage and KEEP drivers like him if you want happy customers! He's kind, courteous & respectful and takes much pride in what he does. He's a real asset to your organization and he should be recognized for the effort he puts forth. Thank you for the opportunity to call out his hard work. Sincerely. Lindsey
- I would like to recognize drivers Richard route 783 leaving Crosswinds at 8:13 AM and Wayne route 785 leaving at 8:18AM. Both are friendly, safe and courteous drivers. I have been taking the Maple Grove buses since 1993 and both have been there since I can remember. It always is nice to see the same drivers. Erin
- I would like to nominate Wayne 7754 the 3 pm run of the 781 driver for this award. He is punctual, always on time and friendly. He is an excellent driver and always extremely careful and focused on his job. He is a good example of what is needed to make riders feel comfortable with leaving the driving to someone else and taking the bus. Bob
- I would like to nominate Wayne 7754 from the morning 8:15 a.m. route to downtown Minneapolis. He is always very kind, courteous, and an all around GREAT driver. A pleasant person who always seems to have the riders best interest in mind. *Ali*

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/25/2011

Item Number: H..

Agenda Item: Scoping Booklet for Bottineau Transitway

Hennepin County will host four open houses this month on the proposed Bottineau Transitway, a series of transit improvements planned for the 13-mile Bottineau Boulevard (County Road 81) corridor. Officials are looking for public feedback on the need for the project, alternatives under consideration and the proposed schedule. Enclosed is the notice of the meetings.

Also enclosed with the Transit Commission agenda packet is the complete scoping booklet summarizing the project to date.

Bottineau Transitway Public Meetings



If you are interested in the **Bottineau Transitway project**, we encourage you to take part in the **Scoping process**. Project planners are especially interested in your input on:

- Purpose and need for the project
- The alternatives proposed for study
- Project impacts or benefits that should be evaluated

There are several ways for you to participate and for your voice to be heard.

You can attend a meeting to learn more about the Scoping process and to share your thoughts about the project.

Formal public Scoping meetings are scheduled for the following dates and locations:

Scoping Open House #1:

Monday, January 23rd
4:30 to 6:30 PM
[Theodore Wirth Chalet](#)
1301 Theodore Wirth Parkway, Minneapolis

Scoping Open House #2:

Tuesday, January 24th
6:00 to 8:00 PM
[Brooklyn Park City Hall](#)
5200 85th Avenue N, Brooklyn Park

Scoping Open House #3:

Wednesday, January 25th
5:30 to 7:30 PM
Urban Research and Outreach/Engagement Center ([UROC](#))
2001 Plymouth Avenue N, Minneapolis

Scoping Open House #4:

Tuesday, January 31st
6:00 to 8:00 PM
[Robbinsdale City Hall](#)
4100 Lakeview Avenue N, Robbinsdale

You can submit comments in writing, by U.S. mail, e-mail, or fax, to:

Brent Rusco
Bottineau Transitway Project Manager
Hennepin County
701 Fourth Avenue South, Suite 400
Minneapolis, MN 55415

Phone: 612.543.0579
[Email: brent.rusco@co.hennepin.mn.us](mailto:brent.rusco@co.hennepin.mn.us)
Fax: 612.348.9710

Comments may also be submitted directly via the Bottineau Transitway website, www.bottineautransitway.org.

The scoping period closes on February 17, 2012. All comments must be received by that date.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/25/2011

Item Number: I

Agenda Item: ADA Driver Monitoring

Attached is the ADA Driver Monitoring form that the Transit Commission assisted in completing this past December. At the meeting, the Commission will review this process and willingness to complete the form in the future.

Maple Grove Transit

ADA Driver Compliance Monitoring

Fixed Route Form

Date	
Route	
Trip # and/or Time	
Bus ID #	
Driver ID # or Description	

(CIRCLE ONE RESPONSE FOR EACH ITEM BELOW)

Calling Out Streets/Stops	All	Some	None
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Requirement: Driver to call out all bus stop locations, park-and-rides and controlled intersections.

COMMENTS:

Service Animals	None Observed	Allowed	Denied
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Requirement: Driver must allow a service animal to board with a rider.

COMMENTS:

Wheelchair Rider	None Observed	Allowed	Denied
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Requirement: Driver cannot disallow or pass-up a rider in wheelchair device along the route or at a stop unless the ramp or lift cannot be deployed due to mechanical reasons, bus stop conditions, or the bus is full to capacity. Driver must stop to inform rider of the situation and immediately notify dispatch.

COMMENTS:

Lift or Ramp Deployment	None Observed	Deployed	Denied
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Requirement: Driver must deploy lift or ramp to any rider who requests it to be deployed.

COMMENTS:

Wheelchair Securement	None Observed	Provided	Not Provided
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Requirement: It is Metro Transit policy that the driver must assist with and ensure that all mobility devices are properly secured.

COMMENTS:

Boarding Time	None Observed	Adequate	Not Adequate
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Requirement: Driver must allow adequate time for persons with disabilities to board or disembark the bus.

COMMENTS:

Respirators & Portable Oxygen	None Observed	Allowed	Denied
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Requirement: Drivers cannot deny service to riders using respirators or portable oxygen.

COMMENTS:

Priority Seating	None Observed	Allowed	Denied
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Requirement: When requested by a rider with a disability, a driver shall request that other non-disable riders vacate the seats signed "priority seating for persons with s disability or elderly". Driver does not have to enforce the request.

COMMENTS:

Observation Completed By _____

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/25/2011

Item Number: J.

Agenda Item: New Bus Order for 2012

An update will be given on the status of the 2012 bus order for six coach buses, three 40-foot buses, and three articulated buses. These are replacement buses for the 2000 Gillig 40-foot buses.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 1/31/12

Item Number: K.

Agenda Item: Date and Time of Next Meeting / Adjournment

Recommended Committee Action:

Motion made by Commission member _____, seconded by Commission member _____, to adjourn.

A. Next Scheduled Meeting:

- April 3, 2012